



MTF Action Plan Report

Naval Hospital Twentynine Palms

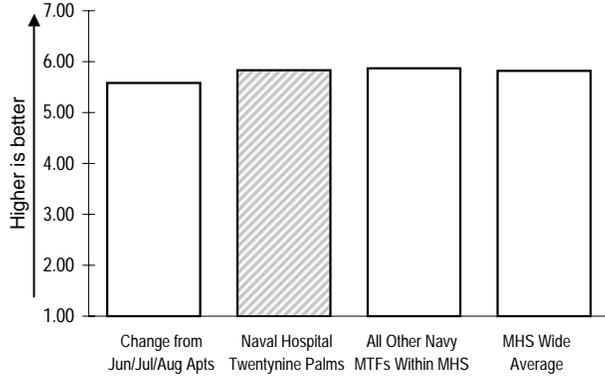
Patient Satisfaction Report: September/October/November 2001 Appt. Data

Total Mailed = 1078 Returns As Of Cutoff = 186 Non-deliverables = 173 Response Rate = 20.6%

Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)

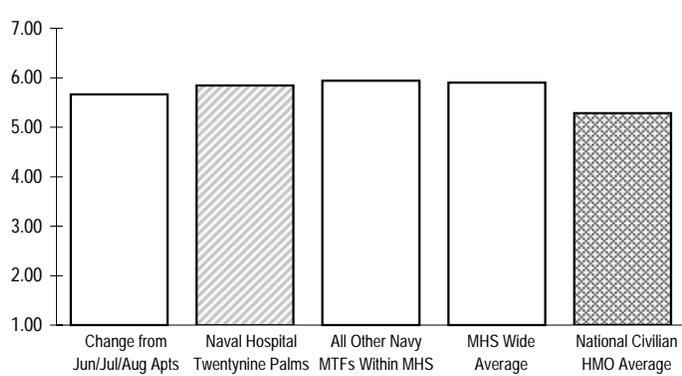
5.58 5.83 5.87 5.82



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)

5.66 5.84 5.94 5.90 5.28



Not Significantly Different From Naval Hospital Twentynine Palms
Significantly Different From Naval Hospital Twentynine Palms

Comparison To:

Change from Jun/Jul/Aug Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	Access Average	3.63	3.64 <input type="checkbox"/>	3.59 <input type="checkbox"/>	3.47 <input type="checkbox"/>
<input type="checkbox"/>	* Referral for specialty care (Q10c)	3.92	3.72 <input type="checkbox"/>	3.67 <input checked="" type="checkbox"/>	3.59 <input checked="" type="checkbox"/>
<input type="checkbox"/>	* Access to medical care (Q10b)	3.73	3.79 <input type="checkbox"/>	3.72 <input type="checkbox"/>	3.63 <input type="checkbox"/>
<input type="checkbox"/>	* Office wait time (Q9)	3.59	3.51 <input type="checkbox"/>	3.47 <input type="checkbox"/>	3.19 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Time to return your call (Q11)	3.46	3.46 <input type="checkbox"/>	3.39 <input type="checkbox"/>	3.30 <input type="checkbox"/>
<input type="checkbox"/>	Ease of making phone appointment (Q10a)	3.70	3.73 <input type="checkbox"/>	3.69 <input type="checkbox"/>	3.76 <input type="checkbox"/>
<input type="checkbox"/>	Appointment wait time (Q7)	3.61	3.68 <input type="checkbox"/>	3.65 <input type="checkbox"/>	3.46 <input type="checkbox"/>
<input checked="" type="checkbox"/>	Quality Average	4.06	4.09 <input type="checkbox"/>	4.04 <input type="checkbox"/>	3.75 <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	** Overall quality of care received (Q3j)	4.10	4.14 <input type="checkbox"/>	4.10 <input type="checkbox"/>	3.80 <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	** How well the care met your needs (Q3i)	4.05	4.02 <input type="checkbox"/>	3.97 <input type="checkbox"/>	3.69 <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	** Thoroughness of treatment (Q3c)	4.16	4.15 <input type="checkbox"/>	4.11 <input type="checkbox"/>	3.82 <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	How much you were helped (Q3h)	3.99	3.97 <input type="checkbox"/>	3.93 <input type="checkbox"/>	3.65 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)	3.99	4.14 <input checked="" type="checkbox"/>	4.09 <input type="checkbox"/>	3.80 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Interpersonal Relationship Average	3.94	4.08 <input type="checkbox"/>	4.04 <input type="checkbox"/>	3.73 <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	** Personal interest in you (Q3e)	3.95	4.13 <input checked="" type="checkbox"/>	4.07 <input type="checkbox"/>	3.79 <input type="checkbox"/>
<input type="checkbox"/>	** Attention given to what you had to say (Q3b)	3.99	4.17 <input checked="" type="checkbox"/>	4.12 <input type="checkbox"/>	3.85 <input type="checkbox"/>
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)	3.84	3.97 <input type="checkbox"/>	3.92 <input type="checkbox"/>	3.55 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Advice on ways to avoid illness/stay healthy (Q3f)	3.85	3.97 <input type="checkbox"/>	3.94 <input type="checkbox"/>	3.59 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)	4.08	4.19 <input type="checkbox"/>	4.13 <input type="checkbox"/>	3.87 <input checked="" type="checkbox"/>

Your rating is:



Lower



Same



Higher